Aakash Kaushik
Solution Architect+Technical Architect
+91- 9569256723
Aakashkaushik93@gmail.com

Highly qualified and extensive IT professional with **8 years** of experience in Robotics & business process automation and working with Agile Methodology and waterfall development environments. Expertise in designing and implementation of RPA and BPA across different verticals of the organization.

- A complete RPA Process Automation Expert with excellent analytical and communication skills, Innovative at work and always ready to take new challenges and provide effective solutions
- RPA implementations that include process definition (and potential re-engineering) followed by design, build, test and deployment of the RPA solution
- Configuring new RPA processes and objects using core workflow principles that are efficient, well structured, maintainable and easy to understand
- Design solutions utilizing RPA best practices and maintain technical responsibility for project delivery
- Focused & a strategic leader with global expertise (US, Aus., UK, SG, India) in Robotics, business automation, project management and consulting in diversified product domains & managed services
- Strong project management ability to ensure components & stakeholders (Business exec,Dev-BA-QA-Support, partners & vendors) successfully collaborates as one coherent system.
- Responsible for troubleshooting and assist project team(s) in resolving critical technical issues.
- Establish technical frameworks and reusable assets for adoption across engagements.
- Responsible for providing pre-sales support to the sales team during RFI/RFP and PoC stages, including the drafting of RFI/RFP responses.
- Experience to handle multiple projects at same time and have ability to balance and prioritize multiple tasks.

Operating Systems	:	Win 98/ME/2000/2003/NT/XP/Vista/Win7/Win10,Mac X.x, Citrix C/S
Automation Tools	:	Automation Anywhere, BPM, Selenium web driver, JMeter, Load Runner, SoapUI,
Software Models	:	Scrumban, BDD, TDD, FDD, Agile, Waterfall
Management Tools	:	Microsoft Test Manager, Quality Center, JIRA,
Dev. Technologies	:	Java, HTML, JavaScript.
Other Tools and API's	:	Git , ,SVN, Jenkins,TestNG, Log4j, Maven, Rest Assured.

- **Bachelor's in computer application**   PTU University, India   Apr 2015

- ***Program Manager/Advanced Certified With Robotic Process Automation***
- ***Certified with Microsoft Devops Certification***
- ***Certified with ASP.NET with Bebo Technology Chandigarh***
- ***Certified with SIX SIGMA,LEAN,GREEN,BLACKBELT***
- ***Certifed with PMP***
- ***Certifed with Scrum Master***
- ***Certified with AWS,PYTHON.***
- ***.Net Programming Certification RPA Master professional certification.***

RPA Solution Architect   Concentrix/ US BANK,Azure,CRM,California,US   October 2019 – PRESENT
Business Domain: Banking   **Automation Tools – AA 10 & 11**

Project Descriptions:
Automation of Treasury Services for US bank so that OCBC banks can provide timely research on best price to their customer which may impact treasury management decisions. Automation of 9600 pricing requests per day from multiple branches for best price check and apply various validations before sending email to counter parties for best pricing. Calculated best pricing from counter parties' emails and send back to branch within 10 minutes (SLA).
Automation of 96 thousand emails received by counter parties to get best price.

Responsibilities:
- Work in a team environment to improve process performance.
- Setting up infrastructure and designing base framework for process establishment.
- Complete RPA process configuration and objects using workflow principles.
- Design, build, test and deploy automation solutions using Automation Anywhere as per our functional designs.
- Create and maintain RPA processes following solution standards.
- Communicate with vendors on software related issues, suggest improvements and participate with other users in the RPA community.
- Create and document test procedures and scenarios pre UAT.
- Create and maintain solutions design documentation .
- Participated in meetings with business users to understand the functional requirements for the engagement and issue resolution.
- Provide guidance to RPA developers.
- Develop demos and quick proof-of-concepts as required.

Achievement: Achievement Award for effective communication with business, support and development team

Concentrix/Aetna & Cigna   **June – October 2019**
Business Domain: Health Care   **Automation Tools – Automation Anywhere**

Project Descriptions:
Claims pend FCOM when the financial comment indicator displays "View Financial Comment" Displays in the claim remark/comments. Review Contract comments and process the claim according to the comments. Bot will run periodically and log in into the RUMBA application and select a pend code from Claim process screen. Bot will perform several actions on claim and will release the fund to participant or Member.
Aetna- BRGS (Ambulance Claims)
BRGS (Ambulance Claims) captures ambulance claims when pricing claims using burgess. Bot is performing several actions on claim and releasing the fund to par and non-par member
Responsibilities:

- Worked with the Business Analysts in identifying and defining the requirements.
- Designed and Developed robotic automation tasks for the relevant business processes in order to make them highly efficient, secure and quick using AA.
- Worked on integrating applications like (Mainframe and web application.)
- Ensure automation solutions are built for quality and portability. Enforce process controls on testing methodologies.
- Analyze the feasibility of existing process suitable for automation.
- Participate online meetings to demonstrate the capabilities of RPA for on-going projects and potential clients.

- Experience in staging and deploying the automation solution into test and live environments.

Concentrix   **June – August 2019**
Business Domain: Telecom   **Automation Tools – IQ Bot**

Project Descriptions:
"User department to submit the hard copies of invoices along with payment summary sheet to dept
BOT is verifying the invoice and as per client and a after verification of invoice recorded into Tally and SAP (Accounting Software)"

Company - Concentrix, Gurgaon
RPA Application Development Manager   **FEB 2019 – June 2019**
Business Domain: Travel   **Automation Tools – Automation Anywhere**
Projects: Make my trip

Responsibilities:
- Analyzing and understanding the requirement by integrating with BA/SME.
- Creating Technical Design Document for requirement specified.
- Writing / Modifying code as per the requirement change and performing thorough Unit/System/UAT testing.
- Serves as a key resource on complex and/or critical issues.
- Understand and guide team on technical and project management aspects.
- Preparing and managing project and delivery related artifacts for the audit purposes.
- Adherence & Implementation to the defined OM delivery process/ guidelines.
- Manage reporting function for project stakeholders/ business partners.
- Review works performed by team members and provide recommendations for improvement.

Team Manager/Team Lead/Sr.Dev - Automation   PLASMA/AT&T, DALLAS,US   September 2011 – FEB 2019

Project: AT&T STOCK DEVICE, AT&T CRICKET, AT&T DEVICE CERTIFICATION, AT&T STORE ONBAORDING ETC...

Business Domain: Telecom   Automation Tools – Automation Anywhere & Plasma Fusin BPMN

Responsibilities:
Studying the requirements, understanding of application architecture and business logic and acquiring enough domain knowledge required for the project. Actively involved in the below phases of the project:
- Responsible for interface with stakeholders and get Architecture Signoff.
- Responsible for Designing and architecting the product/solution.
- Responsible for troubleshooting and assist project team(s) in resolving critical technical issues.
- Establish technical frameworks and reusable assets for adoption across engagements.
- Responsible for providing pre-sales support to the sales team during RFI/RFP and PoC stages, including the drafting of RFI/RFP responses
- Assess automation opportunity from technical perspective and provide solution.
- Responsible for creating Sow after assessment.
- Responsible for creating effort estimation of any automation task.
- Experienced in building Automation Anywhere Processes and Business Objects for various business systems.

- Expertise in using RPA (Robotics Process Automation) features and worked extensively with Automation Anywhere to create Bots and Automation of repetitive task.
- Extensive experience in Designing, Configuring, Development, Fine tune & Performance optimization of applications and delivering variety of complex Web , Mainframe & Windows based application.
- Prepared & shared project and defect statistics and dashboards and presented to stakeholders and customers
- Worked closely with the technical support team to mentor and guide them for the typical customer production issues replication by applying advance testing principles and then took it with engineering for end to end resolution and maintenance release. RCA analysis and feed the lessons learned back to engineering development, design, testing and SDLC process level.
- Support Pre-sale activities and provide technical solutions to stakeholders.
- Evaluate RPA Platforms and provide recommendations.
- Prepared plan and strategy, reviewed all requirements specification (SOW/FDD), conducted review meeting, prepared minutes of meetings (MOM's), prepared project functional specs and technical user specs.

Team Management - Handled a team of 28 headcounts from varied age group and diverse culture. I have Conduct interviews, technology awareness sessions and reviewed their performance every quarter to manage their progress level in financial year.

Achievement: Got Rising Star award for outstanding contribution in the project and to make delivery successful with High quality in giving tough timelines

Developer/Tester   **NTT DATA , GURGAON**   **March 2012 – September 2016**

Project 1: NoidaBiz, Hi-Traveler   **Business Domain:** E- Commerce

Technical Responsibilities:

- Requirement Analysis
- Identification of Test Scenarios
- Creation of Functional Test Cases
- Creation of System Test Cases

Managerial Responsibilities:

- Coordinating with Client for resolution & Sign Off.
- Defect Tracking and Management
- Teleconferencing with Onsite Coordinator & client
- Creation of Test Data
- Execution of Test Cases in Alpha Environmen
- Test Cases in Beta Environment
- UAT Support and Post Release Verification

- Test status reporting
- Test results logging and updating central repository